

Troubleshooting Guide

Using the PC		Using the Laptop	
The projector won't turn on or shows a fault	Check all the power is turned on	The projector won't turn on or shows a fault	Check all the power is turned on
	Turn the power behind the unit off and then on again		Turn the power behind the unit off and then on again
	Contact your conference assistant or reception for further advice		Contact your conference assistant or reception for further advice
The PC will not log in	Check the service you are trying to log into marked 'Log On To...'. If you are logging on using your CFS credentials, ensure that the box states 'CFS'	The image doesn't appear on both screens	Ensure the cable is connected securely to the laptop
	Ensure the network cable is plugged into the correct socket on the wall, marked with a red spot		Ensure the 'Laptop' button is pressed on the control panel
	Contact your conference assistant or reception for further advice		Check your laptops manufacturers guide on dual screen connections
The keyboard doesn't work	Check the power switch on the back of the keyboard is on	There is no sound	Check your volume is set and not on mute on your laptop – this is normally indicated by a speaker icon located near the clock on your machine
	Change the batteries (batteries can be obtained from the nearest reception)		Check the amplifier is turned on - the amplifier is the device at the bottom of the rack and should show a green light
	Ensure the USB receiver is connected to the PC		Check the volume setting on the control panel of the AV rack and the amplifier are set
The mouse doesn't work	Check the power switch on the bottom of the mouse is on	The internet doesn't work	Check the audio cable is connected into the speaker socket on your laptop
	Change the batteries (batteries can be obtained from the nearest reception)		Please check the separate 'connecting to wireless guide'
	Ensure the USB receiver is connected to the PC		
The image doesn't appear on both screens	Check clone display is active Right Click on the Desktop > Graphic Options > Display Options > Clone Display > Monitor + Display	Using the Presentation Remote	
	Check the monitor is turned on	The remote won't change slides and the laser pointer doesn't work	Check that the power switch on the remote is in the 'on' position
			Change the batteries to the remote (batteries can be obtained from the nearest reception)
There is no sound	Check your volume is set and not on mute on the PC – this is normally indicated by a speaker icon located near the clock	The remote won't change slides but the laser pointer works	Check that the dongle is in the front of the PC in the cabinet (All areas but GM Conference Suite). This looks like a USB flash drive.
	Check the amplifier is turned on - the amplifier is the device at the bottom of the rack and should show a green light		If it is not in the PC check that it is not inside the remote (plug in if it is)
	Check the volume setting on the control panel of the AV rack and the amplifier are set		Make sure your slideshow is open properly and presenting
		Using the DVD/BluRay Player	
		The projector won't turn on or shows a fault	Check all the power is turned on
			Turn the power behind the unit off and then on again
			Contact your conference assistant or reception for further advice
		There is no sound	Check the amplifier is turned on - the amplifier is the device at the bottom of the rack and should show a green light
			Check the volume setting on the control panel of the AV rack and the amplifier are set
			Try pressing the play button on the front of the DVD player - if this works replace the remote controls batteries.
		The disc will not play	

If this guide has not solved your problem - please contact your conference assistant or reception for further help.